

IN THE SPECIFICATION

**Please replace the paragraph at page 1, line 11 to page 4, line 19, with the following rewritten paragraph:**

The present application is related to and being concurrently filed with three other patent applications: U.S. Patent Application S/N ~~09/XXX,XXX~~ 09/782,187, Attorney Docket No. 194543US-2, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using a Shared Resource"; U.S. Patent Application S/N ~~09/XXX,XXX~~ 09/782,164, Attorney Docket No. 194536US-2, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using Multiple Formats and Multiple Protocols with Verification of Formats and Protocols"; and U.S. Patent Application S/N ~~08/XXX,XXX~~ 09/782,064, Attorney Docket No. 194539US-2, entitled "Object-oriented Method and System of Remote Diagnostic, Control and Information Collection Using Multiple Formats and Multiple Protocols", each filed on February 14, 2001, and incorporated herein by reference. The present application is also related to U.S. Patent Application 09/190,460, filed November 13, 1998, entitled "Method and System for Translating Documents Using Different Translation Resources for Different Portions of the Documents," which is a continuation of U.S. Patent Application 08/654,207, filed May 28, 1996, entitled "Method and System for Translating Documents Using Different Translation Resources for Different Portions of the Documents," now U.S.P. 5,848,386; U.S. Patent Application 08/997,482, filed December 23, 1997, entitled "Object-oriented System and Computer Program Product for Mapping Structured Information to Different Structured Information," now U.S.P. 6,085,196; U.S. Patent Application 08/997,705, filed December 23, 1997, entitled "Method and Apparatus for Providing a Graphical User Interface for Creating and Editing a Mapping of a First Structural Description to a Second Structural Description"; U.S. Patent Application 09/756,120, filed January 9, 2001, entitled "Method and System of Remote

Support of Device Using E-mail"; U.S. Patent Application 09/668,162, filed September 25, 2000, entitled "Method and System of Data collection and Mapping From a Remote Position Reporting Device"; U.S. Patent Application 09/575,710, filed July 25, 2000, entitled "Method and System of Remote Diagnostic and Information Collection and Service System"; U.S. Patent Application 09/575,702, filed July 12, 2000, entitled "Method and System of Remote Position Report Device"; U.S. Patent Application 09/453,934, filed May 17, 2000, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using a Dynamic Linked Library for Multiple Formats and Multiple Protocols"; U.S. Patent Application 09/453,935, filed May 17, 2000, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using a Dynamic Linked Library of Multiple Formats and Multiple Protocols With Intelligent Protocol Processor"; U.S. Patent Application 09/453,937, filed May 17, 2000, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using a Dynamic Linked Library of Multiple Formats and Multiple Protocols With Restriction on Protocol"; U.S. Patent Application 09/453,936, filed May 17, 2000, entitled "Method and System of Remote Diagnostic, Control and Information Collection Using a Dynamic Linked Library of Multiple Formats and Multiple Protocols with Intelligent Formatter"; U.S. Patent Application 09/542,284, filed April 4, 2000, entitled "System and Method to Display Various Messages While Performing the Tasks or While Idling"; U.S. Patent Application 09/520,368, filed on March 7, 2000, entitled "Method and System for Updating the Device Driver of a Business Office Appliance"; U.S. Patent Application 09/453,877, filed February 4, 2000, entitled "Method and System for Maintaining a Business Office Appliance through Log Files"; U.S. Patent Application 09/440,692, filed November 16, 1999, entitled "Method and System to Monitor the Application Usage and Send Back the Information Using Connection and Connectionless Mode"; U.S. Patent Application 09/440,693, filed November 16, 1999, entitled "Method and

System of Remote Diagnostic, Control and Information Collection Using a Dynamic Linked Library"; U.S. Patent Application 09/440,647, filed November 16, 1999, entitled "Method and System to Monitor the Application Usage and Send Back the Information Using Connection and Connectionless Mode"; U.S. Patent Application 09/440,646, filed November 16, 1999, entitled "Method and System to Monitor the Application Usage and Send Back the Information Using Connection and Connectionless Mode"; U.S. Patent Application 09/440,645, filed November 16, 1999, entitled "Application Unit Monitoring and Reporting System and Method With Usage Data Logged Into a Map Structure"; U.S. Patent Application 09/408,443, filed September 29, 1999, entitled "Method and System for Remote Diagnostic, Control, and Information Collection Based on various Communication Modes for Sending Messages to a Resource Manager"; U.S. Patent Application 09/407,769, filed September 29, 1999, entitled "Method and System for Remote Diagnostic, Control and Information Collection Based on various Communication Modes for Sending Messages to Users"; U.S. Patent Application 09/393,677, filed September 10, 1999, entitled "Application Unit Monitoring and Reporting System and Method"; U.S. Patent Application 09/311,148, filed May 13, 1999, entitled "Application Unit Monitoring and Reporting System and Method"; U.S. Patent Application 09/192,583, filed November 17, 1998, entitled "Method and System for Communicating With a Device Attached to a Computer Using Electronic Mail Messages"; U.S. Patent Application 08/883,492, filed June 26, 1997, entitled "Method and System for Diagnosis and Control of Machines Using Connectionless Modes Having Delivery Monitoring and an Alternate Communication Mode"; U.S. Patent Application 08/820,633, filed March 19, 1997, entitled "Method and System to Diagnose a Business Office Device Based on Operating Parameters Set by a User," now U.S.P. 5,887,216; U.S. Patent Application 08/733,134, filed October 16, 1996, entitled "Method and System for Diagnosis and Control of Machines Using Connectionless Modes of Communication," now

U.S.P. 5,909,493; U.S. Patent Application 08/880,683, filed June 23, 1997, U.S. Patent Applications 09/107,989 and 09/108,705, both of which were filed July 1, 1998, all three of which are entitled "Method and System for Controlling and Communicating with Machines Using Multiple Communication Formats," and all three of which are divisions of U.S. Patent Application 08/624,228, filed March 29, 1996, entitled "Method and System for Controlling and Communicating with Machines Using Multiple Communication Formats," now U.S.P. 5,818,603; U.S. Patent Application 09/457,669, entitled "Method and System for Diagnosis and Control of Machines Using Connection and Connectionless Modes of Communication," filed December 9, 1999, which is a continuation of U.S. Patent Application 08/916,009, entitled "Method and System for Diagnosis and Control of Machines Using Connection and Connectionless Modes of Communication," filed August 21, 1997, which is a continuation of, and U.S. Patent Applications 08/738,659 and 08/738,461, filed October 30, 1996, both of which are entitled "Method and System for Diagnosis and Control of Machines Using Connection and Connectionless Modes of Communication," which are divisions of, U.S. Patent Application 08/463,002, filed June 5, 1995, entitled "Method and System for Diagnosis and Control of Machines Using Connection and Connectionless Modes of Communication", now U.S.P. 5,819,110; and U.S. Patent Application 08/852,413, filed May 7, 1997, entitled "Method and System for Controlling and Communicating with Business Office Devices," now U.S.P. 5,774,678, which is a continuation of U.S. Patent Application 08/698,068, filed August 15, 1996, entitled "Method and Apparatus for Controlling and Communicating With Business Office Devices", now U.S.P. 5,649,120, which is a continuation of U.S. Patent Application 08/562,192, filed November 22, 1995, now U.S.P. 5,568,618, entitled "Method and Apparatus for Controlling and Communicating With Business Office Devices", which is a continuation of U.S. Patent Application 08/473,780, filed June 6, 1995, entitled "Method and Apparatus for Controlling and Communicating With

Business Office Devices", now U.S.P. 5,544,289, which is a continuation of U.S. Patent Application 08/426,679, filed April 24, 1995, entitled "Method and Apparatus for Controlling and Communicating With Business Office Devices," now U.S.P. 5,537,554, which is a continuation of U.S. Patent Application 08/282,168, filed July 28, 1994, entitled "Method and Apparatus for Controlling and Communicating With Business Office Devices", now U.S. Patent 5,412,779, which is a continuation of U.S. Patent Application 07/902,462, filed June 19, 1992, now abandoned, which is a continuation of U.S. Patent Application 07/549,278, filed July 6, 1990, now abandoned, the disclosure of each is incorporated herein by reference.